



Mishawaka Communicator



Working together to build the "Best Hometown in America" by delivering exceptional services, promoting safe and clean neighborhoods, elevating the quality of life, and inspiring pride in our community.

Mishawaka, Indiana

Jeff Rea, Mayor

February 2009

Paying your Mishawaka Utility Bill

Dear Friends and Neighbors,

Here at the City of Mishawaka and Mishawaka Utilities, we are always working to find better ways to serve our citizens. This includes ways that our citizens can easily pay their utility bill. Right now, there are five ways that you can pay your utility bills; you can mail your payment, come into the office to pay, use the drive up-window and of course use the night deposit box for after hours convenience. You can also use EZ-Pay, which allows customers to save time and money from writing a check each month. If you would like to sign up for EZ-Pay there is an application pro-

vided on the reverse side of this Communicator. Just follow the instructions and mail-in or drop-off the application and a voided check with your next utility payment.

Beginning in March of 2009 we will add an additional way that you can pay your utility bill. Mishawaka Utilities has contracted with an outside firm that will allow customers to pay their utility bill with a credit or debit card. There are three different ways in which a customer can make a credit or debit card payment: online at www.mishawakautilities.com by phone 258-1630, or at our Mishawaka Utilities Business Office. Please note that there

will a \$4.95 service fee each time you pay on line or by phone when you use your credit or debit card, and only Visa and MasterCard credit cards will be accepted. Credit and debit card payments will be posted to your account the same day as the payment is made.

The City of Mishawaka, and Mishawaka Utilities, will continue to work each and every day to find the best and most efficient ways to better serve the citizens of Mishawaka.

For more information visit
www.mishawakautilities.com

This Month:

- Mishawaka Utility Online Bill Pay
- Mishawaka Utility Easy Pay

Next Month:

- State of the City Recap

All past issues of the Communicator are available at
www.mishawakacity.com

Trash Questions?
Call the Street Department
258-1660

Princess City Progress

Do you own an old home?

Part of our progress as a City has been continually maintaining and improving our homes and neighborhoods. The City of Mishawaka's Historic Preservation Commission's motto is:

"TOMORROW LIVES IN THE LIGHT OF OUR PAST".

The Historic Preservation Commission has a partnership with the Historic Landmarks Foundation of Indiana who along with the Historic Preservation Commission of South Bend and St. Joseph County is co-hosting the 4th Annual Restore Michiana Event at St. Joseph's High School on Satur-

day March 14th, 2009 between the hours of 8:30 a.m. and 4:00 p.m. The Restore Michiana event will be a day long program of workshops and how-to seminars that will provide practical preservation solutions to owners of older and historic homes. If you would like register in advance please contact 232-4534 or you may register online at www.restoremichiana.com.

Registration cost is \$25 in advance, and \$30 the day of the event. The registration fee includes a boxed lunch. Walk-in registrations will be accepted the day of the event.

JMS Plaza Rebuild

In December, the Planning Commission gave final site plan approval to construct a new 7,900 square foot building located in the JMS Plaza shopping center. The new building is proposed just north of the Outback Steakhouse at the same location of the old Polito's Restaurant that caught on fire earlier this year. The new building site will be approximately the same location and footprint of the old building. The building will be a single story structure with multiple-tenant spaces with an attractive two-story architectural façade consisting of a mixture of brick, stone and stucco. At this time, no tenants are known.

Yard Waste Reminder:

For years our trash company has required that Mishawaka citizens separate their yard waste from their regular trash and place them in separate locations for pick up. BFI Waste Services of Indiana would like to remind you that this is no longer the case. By dumping yard waste, especially grass, into landfills it helps to produce methane gas which in turn helps landfills to decompose better.

Yard waste and regular trash will be picked up by the same truck and does not need to be separated in different containers or placed in separate locations. If you have any questions regarding this issue please contact the Mishawaka Street Department at 258-1660.

The Easiest and Safest Way to Pay Your Utility Bill

Tired of remembering to pay your utility bill each month? Let us take care of that for you. It's simple. Just fill out the application below. Attach a blank check marked "void" and mail it with your next payment. ***The name on the check must match the name on your Mishawaka Utilities Account.*** Just think...no more checks, no more postage stamps, and no more trips to the post office or our office. You'll never have to worry about your payment being late again. Each month, your bank account will be debited on the day your payment is due. The debited amount will appear on your monthly bank statement. And you'll still receive a monthly bill from us reflecting the amount to be debited from your bank account on the date due. ***A precautionary note to customers who pay by internet – those payments can be delayed by several days while we wait for a check to come from the bank. Avoid late fees and the risk of lost payments by using EZ Pay instead!**

Whether you're a residential, commercial or industrial customer, you'll find our
EZ Pay payment plan the most convenient way to pay your bill.

Let someone else pay your bills for a change.

EZ Pay is a service of Mishawaka Utilities that will help you save money and time. You will still receive your MU bill monthly and have at least 10 days to review it before payment is due. The due date shown on the top portion of your bill will be the date your payment will be debited from your bank account. Call your MU customer service representative if you have questions about any charges billed to you. After we receive your authorization form, we will notify you when ***EZ Pay*** will take effect on your account. The amount and date of your payment will appear on your monthly bank statement. This is your receipt of payment.

You can stop any payment by notifying your bank or financial institution before your due date. Also, please call your MU service representative to advise us of your stop payment. Remember, when you stop a payment, you are responsible for the associated bank charges (Just as you are when you stop payment on a check).

To stop using ***EZ Pay*** you must send written notice, 30 days in advance, advising us of your intent to discontinue your authorization. Please contact us if you are changing banks or bank accounts to make sure that your payments will continue. We will send you a new application to update your records.

It is your responsibility to ensure that you have enough money in your account on your payment date. If not, in addition to any bank charges, MU will charge a \$20 fee for any payment returned due to insufficient funds. Repeated returned payments due to insufficient funds can result in cancellation of your ***EZ Pay*** plan.

Yes, I want to sign up for the Mishawaka Utilities EZ Pay plan!

Name (as it appears on your bill and your check) _____ Home Phone # _____
Daytime Phone # _____

Service Address _____

Name of your bank or financial institution _____

Bank City, State, Zip _____ Account # _____

I authorize Mishawaka Utilities to debit the amount of my monthly utility bill. I also authorize the bank listed above to charge this amount to my bank account.

Signature _____ Date: _____

Please return this application with your voided check along with this month's payment.
Your voided check serves as verification of your bank account information.